

**State of California
DUTY STATEMENT**

Department of State Hospitals

MSH3002 (Rev. 9/26/16)

Box reserved for Personnel Section

		RPA Control No.#	C&P Analyst Approval	Date
Employee Name		Division DSH-Metropolitan		
Position No / Agency-Unit-Class-Serial		Unit Program 1-Addressograph		
Class Title Staff Service Analyst		Location Program 1		
SUBJECT TO CONFLICT OF INTEREST CODE <input type="checkbox"/> Yes <input type="checkbox"/> No	CBID R01	WORK WEEK GROUP 2	PAY DIFFERENTIAL	WORKING HOURS

The Department of State Hospital's mission is to provide evaluation and treatment in a safe and responsible manner, and seek innovation and excellence in hospital operations, across a continuum of care and settings. You are a valued member of the Department's team. You are expected to work cooperatively with team members and others to enable the department to meet these goals and provide the highest level of service possible. Your efforts to treat others fairly with dignity and respect are important to everyone with whom you work.

BRIEFLY DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:

Under the general direction of Program Director, the Staff Service Analyst (SSA) performs a specialized record function requiring interpretation of the admissions, transfers and discharge process; direction and preparation of legal forms for transfers, discharges and extradition of persons under jurisdiction of the department; perform a wide variety of analytical and consultative services including representation of the department as a custodian of records and expert witness. Consults and corresponds with Hospital Program Management and internal/external departmental officials. Also functions as a liaison between the department, City, County, State and other Federal agencies on matters concerning admissions, transfers and discharges; ensures compliance of all notifications of all court ordered testing requirements.

% OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST; PERCENTAGE MUST TOTAL 100%. (Use additional sheet if necessary.)
	<u>ESSENTIAL FUNCTIONS</u>
45%	Review and process all referral packets including Lanterman-Petris Short Act (LPS), Penal Code (PC), Skilled Nursing Facility (SNF) and Electro Convulsive Therapy (ECT) referrals. Manage admissions waiting list. Coordinate, schedule and track PC 1370 Administrative Law Judge hearings and outcomes. Liaison with district attorneys, defense attorneys and DSH-Legal throughout the Superior Court phase to follow-up with the outcome of hearings. Analyze, process, log and disseminate Court Orders/Rulings on hearings. Triage obstacles and problem solve to meet deadlines and ensure appropriate resolution of the admission process is complete. Submit admissions clearance from Hospital Police Department (HPD) and the City of Norwalk. Download print and upload admissions packet to watchdog; assist and work collaboratively with the admissions coordinator; familiarity with the MOU's with the City of Norwalk.
40%	Update and provide the admission wait list to Courts and Executive Team daily and as needed; Provide estimated admission dates to Courts and Executive Team as needed; review and sign declarations, scan and email to attorneys and update legal section in PARTS. Review and analyze proposed legislative revisions and provide input regarding impact on admissions.

Consult with management and make recommendations for procedure development, revisions, and data collection.

MARGINAL FUNCTIONS:

10% Prepare necessary reports examining contributing factors, trends and underlying causes; conduct data analysis on information collected for performance

5% All other duties and special projects as assigned consistent with this classification

Other
Information

SUPERVISION RECEIVED

- Under the general direction of the Program Director or designee.

SUPERVISION EXERCISED

- None

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF: Determinate and indeterminate sentence laws; documents, forms, and processes used in the establishment, maintenance, control, and disposition of individual forensic patient's records; training methods and planning and conducting in-service training programs; information disclosure statutes. Proficient in the operation and use of ADT, MS Access, MS Excel, MS Power Point and the MS PaRTS database. Proficient in the use of desk top computers and accompanying equipment, such as printers, faxes, copiers, scanners, audio recording devices, multiline telephones, and PDAS. Knowledge of HIPAA confidentiality laws when interacting with hospital staff, outside agencies and families.

ABILITY TO: Define, interpret, and take action on legal documents and court orders; analyze patient's legal records and recognize and correct discrepancies and irregularities; prepare accurate and concise reports; make arithmetical computations; prioritize workload and meet deadlines; read and write English at a level required for successful job performance; make sound decisions and recommendations in regard to the record-keeping function; disseminate information to administrative judicial agencies and attorneys. Utilize initiative, courtesy, and tact within various programs/departments within the hospital, as well as outside administrative/judicial agencies, attorneys etc. Reason logically and creatively and utilize a variety of analytical techniques to resolve complex court related and data analyses problems. Develop and evaluate alternatives, analyze data and present ideas and information effectively both orally and in writing; consult and advise administrator and/or other interested parties on a wide variety of subject matter areas; gain and maintain confidence and cooperation of those contacted during the regular course of work. Independently interpret and use reference materials; give and follow directions; operate a computer; design and prepare spreadsheets and charts, create/draft correspondence; organize and prioritize work.

REQUIRED COMPETENCIES

PHYSICAL

The incumbent must possess the necessary physical, mental and cognitive abilities to perform the highly specialized analytical work needed to carry out the essential duties of the position. This includes but is not limited to working with computer software and hardware, bending, stooping, twisting, walking on irregular surfaces, pushing and pulling up to 25 pounds, lifting and carrying up to 25 pounds, and repetitive fine motor and hand motion.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

CPR

Maintains current certification.

SITE SPECIFIC COMPETENCIES

- Ability to analyze, define, interpret and take action in processing case records
- Learn and understand a broad range of technical data and apply it to individual records
- Follow oral and written instructions
- Communicate effectively with other staff and informational sources
- Progressively perform more difficult and analytical tasks
- Proficient in the operation and use of ADT, MS Access, MS Excel, MS Power Point and the MS PaRTS database.
- Knowledge of HIPAA confidentiality laws when interacting with hospital staff, outside agencies and families.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

- Applies and demonstrates knowledge of Microsoft Windows, Microsoft Word, Outlook, Access, Excel and PowerPoint
- Proficiency in ADT, Parts, desk top computers and accompanying equipment, such as printers, faxes, copier, scanner, audio recording devices, telepresence, multiline telephones, and PDAS.

LICENSE OR CERTIFICATION

- Not applicable

TRAINING - Training Category = Type II General

The employee is required to keep current with the completion of all required training

THERAPEUTIC STRATEGIC INTERVENTION (TSI)

Supports safe working environment; practices the strategies and intervention that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior. Training provided during new employee orientation.

WORKING CONDITIONS**EMPLOYEE IS REQUIRED TO:**

- Report to work on time and follow procedures for reporting absences;
 - Maintain a professional appearance;
 - Appropriately maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public.
 - Comply with hospital policies and procedures.
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The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital

All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work.

The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Employee's Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor's Signature

Date
